

CITY OF HAYWARD

AGENDA REPORT

AGENDA DATE 05/28/02

AGENDA ITEM 7

WORK SESSION ITEM

TO: Mayor and City Council

FROM: Director of Community and Economic Development

SUBJECT: Award of Paratransit Program General Services Agreement

RECOMMENDATION:

It is recommended that the City Council approve the attached resolution authorizing the City Manager to execute an Agreement with Friendly Transportation Inc. to provide general paratransit services.

BACKGROUND:

In November 2000, Alameda County voters approved the extension of the Measure B ½ cent sales tax from April 1, 2002 through March 31, 2022. Included in Measure B is the provision of paratransit services, operated by cities and transportation agencies, designed to improve the mobility of seniors and persons with disabilities. The amount to be allocated to the City of Hayward Paratransit Program in FY 2002-03 is approximately \$630,600.

The City has provided paratransit services to Hayward residents since 1978. In 1979, at the request of Alameda County, Hayward also began to claim the County's portion of available paratransit funds to serve residents of the unincorporated areas adjacent to Hayward. This consolidation achieved administrative and operational economies that resulted in greater service availability to residents of both jurisdictions.

DISCUSSION:

It has been the practice of the City to issue a Request for Proposals (RFP) for paratransit services every two or three years. The Agreement with the current contractor, Friendly Transportation, Inc., is due to expire June 30, 2002. An RFP for a new contract was released on April 22, 2002. Fourteen (14) transportation contractors known to provide paratransit services in the San Francisco Bay Area expressed interest in receiving the RFP. A total of 3 proposals were ultimately submitted to the City including:

- A-Paratransit Corporation
- Friendly Transportation, Inc.
- MV Transportation, Inc.

Proposal Review Process:

A Paratransit Proposal Review Committee (PPRC) reviewed the proposals and developed a recommendation regarding the selection of the paratransit contractor. The PPRC included representatives from the Hayward Paratransit Advisory Committee including paratransit consumers and a representative of the Hayward Human Services Commission, Paratransit Program Managers from other publicly operated paratransit programs in Alameda County and City staff. In addition to reading and rating each of the proposals, PPRC members participated in applicant interviews and conducted site visits with A-Paratransit Corporation and Friendly Transportation, Inc., the two applicants that were closest in price.

After discussing the strengths and weaknesses of each proposal, the Committee recommends, and staff concurs, that the contract be awarded to Friendly Transportation, Inc. because this applicant:

- Had the lowest hourly fee rate;
- Proposed to continue the delivery of services 24 hours per day, 7 days a week;
- Did not differentiate fees based on daytime and nighttime service;
- Did not differentiate fees based on services to ambulatory and non-ambulatory (wheelchair) passengers;
- Demonstrated the ability to meet the City's insurance and vehicle maintenance requirements;
- Has current knowledge about Hayward Paratransit Program participants' needs and is very familiar with the program's service area; and
- Has provided excellent customer service and on-time performance under the current contract.

The chart below compares the service rates currently being charged to the city with the proposed rates:

CURRENT RATES	PROPOSED RATES
INDIVIDUAL TRIPS <i>A. Ambulatory Passengers:</i> <i>Between 6:00 a.m. and 6:00 p.m.</i> \$16.00 per 10-mile increment <i>Between 6:00 p.m. and 6:00 a.m.</i> \$31.50 per 10 mile increment <i>B. Non-Ambulatory (wheelchair) passengers:</i> <i>Between 6:00 a.m. and 6:00 p.m.</i> \$23.00 per 10 mile increment <i>Between 6:00 p.m. and 6:00 a.m.</i> \$42.00 per 10 mile increment	INDIVIDUAL TRIPS <i>For both daytime and nighttime service, and for both ambulatory and non-ambulatory passengers:</i> \$32.00 per 10-mile increment

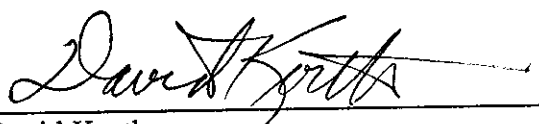
CURRENT RATES	PROPOSED RATES
<p>GROUP TRIPS</p> <p>A. \$30.45 per hour per sedan B. \$33.60 per hour per mini van C. \$73.50 per hour per Minibus</p>	<p>GROUP TRIPS</p> <p>\$35.00 per hour per vehicle</p>
<p>SHUTTLE TRIPS</p> <p><i>Currently no such service provided.</i></p>	<p>SHUTTLE TRIPS</p> <p>\$40.00 per hour per vehicle</p>

While lower than the other bidders, Friendly Transportation's proposed rates represent a substantial increase over the current rates for certain types of services (i.e., daytime individual trips for ambulatory passengers (a 100% increase) and for non-ambulatory passengers (a 39% increase). There are several improvements that are being offered to the city under the new contract. Newer vehicles will be used, a new scheduling and dispatch software will be implemented that will help improve on-time performance, improve the efficiency of vehicle deployment, save time and improve the accuracy of billing processes and will generate program utilization reports required by ACTIA. Staff has also learned that the proposed rates are equal to or lower than that paid by other jurisdictions for paratransit services.

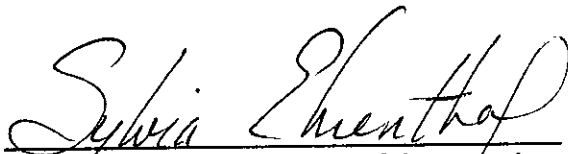
The funds available for the paratransit program in the forth-coming year will be more than double the amount currently available. Consequently, the program will be able to expand both in terms of the number of people to be served and the types of services to be provided despite these increased costs. For instance, one service that is already planned for is a shuttle service that will take seniors and persons with disabilities to and from local hospitals and health clinics, shopping centers, movie theaters, and other local places of interest.

If approved by Council, the contract will be awarded for one year, effective July 1, 2002, for an amount not to exceed \$500,000. The City will have the option to renew the contract with the same contractor for up to two additional years based on the City's satisfaction with the contractor's performance and the availability of funds. All terms and conditions will remain the same for each subsequent year unless changes are mutually agreed upon in writing. The contract amount for each subsequent year will be determined prior to the renewal of each contract period and will be dependent on the amount of Measure B funds awarded to the City.

Prepared by:

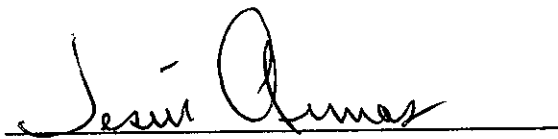

David Korth
Social Services Planning Manager

Recommended by:

A handwritten signature in cursive script, reading "Sylvia Ehrenthal", written over a horizontal line.

Sylvia Ehrenthal, Director of Community
and Economic Development

Approved by:

A handwritten signature in cursive script, reading "Jesús Armas", written over a horizontal line.

Jesús Armas, City Manager

Resolution

DRAFT

HAYWARD CITY COUNCIL

RESOLUTION NO. _____

Introduced by Council Member _____

me
5/23/05

RESOLUTION AUTHORIZING THE CITY MANAGER
TO EXECUTE AN AGREEMENT WITH FRIENDLY
TRANSPORTATION, INC., TO PROVIDE GENERAL
PARATRANSIT SERVICES IN FISCAL YEAR 2002-03
WITH OPTION TO RENEW THE CONTRACT FOR UP
TO TWO CONSECUTIVE ADDITIONAL YEARS
DEPENDING ON THE CITY'S SATISFACTION WITH
THE CONTRACTOR'S PERFORMANCE AND THE
AVAILABILITY OF FUNDS

BE IT RESOLVED by the City Council of the City of Hayward that the City Manager is authorized and directed, on behalf of the City of Hayward, to negotiate and execute an agreement with Friendly Transportation Inc., to provide general paratransit services in fiscal year 2002-03 in an amount not to exceed \$500,000, with the option to renew the contract for up to two additional years depending on the City's satisfaction with the Contractor's performance and the availability of funds, in substantially the form of the agreement on file in the office of the City Clerk, with such amendments, changes, or revisions as the City Manager may consider appropriate upon consultation with the City Attorney. The contract amount for each period will be based on the cost of service delivered and the amount of Measure B funds awarded to the City.

IN COUNCIL, HAYWARD, CALIFORNIA _____, 2002

ADOPTED BY THE FOLLOWING VOTE:

AYES: COUNCIL MEMBERS:
MAYOR:

NOES: COUNCIL MEMBERS:

ABSTAIN: COUNCIL MEMBERS:

ABSENT: COUNCIL MEMBERS:

ATTEST: _____
City Clerk of the City of Hayward

APPROVED AS TO FORM:

City Attorney of the City of Hayward